

DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES



BRIAN SCHWEITZER  
GOVERNOR

JOAN MILES  
DIRECTOR

STATE OF MONTANA

[www.dphhs.state.mt.us](http://www.dphhs.state.mt.us)

PO Box 4210  
HELENA, MT 59604-4210

To: Kim and Jerry Daugett

From: Chris Kleinsasser, Quality Improvement Specialist

Subject: Comprehensive Evaluation for 2007

Please find the attached review summary and findings for this year. The table shows the areas of review with any pertinent findings noted in the comment sections, followed-up with quality assurance observation sheets and appropriate appendices. I would like to thank you and the staff for their ongoing support of people with disabilities and of their community.

This review encompasses the contracted services of residential services, supported living, community supports and transportation. *There are eight follow-up issues which require your attention as a result of this review with responses due by December 26, 2007.* Living Life has many strengths evidenced throughout the review. Living Life started their business in December 2006. They successfully started serving base rate individuals in February 2007. They have since served two individuals from MDC.

DDP appreciates your dedication and commitment to the individuals you serve. If I can be of any assistance, please contact me anytime.

**Agency:** Living Life, LLC  
**Evaluators:** Chris Kleinsasser

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12/5/07

Agency: Living Life, LLC

Evaluators: Chris Kleinsasser

DESK REVIEW:	Appendix or QAOS
<p><b>Policies and Administrative (DDP) Directives</b></p> <p>The policies and procedures manual covers the necessary components to meet the qualified provider standards.</p> <p>It was noted that in the Abuse/Neglect/Exploitation policy that: "Each employee will receive a quick reference guide as to what is reportable and critical." All suspected Abuse/Neglect/Exploitation is reportable. We are mandatory reporters. See QAOS 3. Attachment B. Grievance Policy is to be reviewed every six month. LL's policy states that it will be reviewed annually. See QAOS 4. Safety reviews are being conducted quarterly and need to be conducted monthly. See QAOS 5.</p>	<p>QAOS 3</p> <p>QAOS 4</p> <p>QAOS 5</p>
<p><b>Agency Internal Communications Systems:</b></p> <p>Living Life communicates with their employees through emails, log books, phone and weekly staff meetings.</p> <p>LL utilizes a 24/7 on-call system. There has been an occasion where staff have been unable to get a response from on-call. Due to the intensive needs of one of the consumers currently served it is imperative that there be an alternative contact person available at all times in the event that the on-call number is not working. This is to assist in ensuring the safety of the individuals served as well as the staff on duty. Living Life is good about keeping the individuals team in the loop.</p>	

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DESK REVIEW:	Appendix or QAOS
<p><b>Fiscal (audits, cost plans, invoices):</b></p> <p>Living Life is payee for GM and AL. They report expenses and income to Soc. Sec. Some other individuals financials are monitored through a bonded bookkeeper. The bookkeeper sends LL reports.</p> <p>See attached account transactions and bank reconciliations from LL and the bookkeeper.</p> <p>One individual has her own payee.</p> <p>See attachment C for samples of individuals funds.</p>	
<p><b>Licensing:</b></p> <p>Living Life provides Supported Living Services only and is not required to have any licensing.</p>	

# Comprehensive Evaluation

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Agency:

Evaluators:

DESK REVIEW:	Appendix or QAOS
<p><b>Quality Assurance Observation Sheets: (trends from past year)</b></p> <p>Living Life has received one QAOS since their inception. QAOS107 for providing good services to the base rate individuals served.</p>	
<p><b>Medication Errors: (trending from past year)</b></p> <p>There has been three medication errors since LL started to serve individuals in February.</p> <p>Two med errors were missed meds for GM. Melatonin. LL staff error.</p> <p>One med error was two docudose packs dated 11/17 (GM). Pharmacy error.</p>	
<p><b>Incident Management: (summary trends, steps to address trends, investigation summaries)</b></p> <p>Living Life has been extremely responsive to Incident Management. They are an exemplary provider ensuring their trend reports are in on time, reviewed and are responsible to ensure that their IMC meetings take place and the notes are submitted whether there needs to be a meeting or not. See QAOS 6.</p> <p>They have had difficulties with their software and LL is diligently working with the Central Office to make it right so that the data gets to where it needs to go and reads as it should.</p> <p>There have been some difficulties with IR's that staff have written which do not have enough detailed information, or may be difficult to read. LL and QIS have discussed this and they are working with their staff regularly to help with this. LL realizes that there will probably need to be continuous training in this area.</p>	QAOS 6

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Staff Related:	Appendix or QAOS																				
<b>Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present)</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">staff initials</td> <td style="width: 10%;">AM</td> <td style="width: 10%;">SS</td> <td style="width: 10%;">BT</td> <td style="width: 10%;">DM</td> <td style="width: 10%;">KK</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>yes/no</td> <td>y</td> <td>y/n *</td> <td>y</td> <td>y</td> <td>y</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		staff initials	AM	SS	BT	DM	KK					yes/no	y	y/n *	y	y	y				
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yes/no	y	y/n *	y	y	y																
<b>Note where evidence found:</b> Personnel training files . New employee training records. See attached.																					
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<b>Evidence of Criminal Background Checks:</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">staff initials</td> <td style="width: 10%;">AM</td> <td style="width: 10%;">SS</td> <td style="width: 10%;">BT</td> <td style="width: 10%;">DM</td> <td style="width: 10%;">KK</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>yes/no</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		staff initials	AM	SS	BT	DM	KK					yes/no	y	y	y	y	y				
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<b>Note where evidence found:</b> Personnel files. personnell files, staff training records, agency employment application																					
<b>Evidence of Staff Survey:</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">staff initials</td> <td style="width: 10%;">AM</td> <td style="width: 10%;">SS</td> <td style="width: 10%;">BT</td> <td style="width: 10%;">DM</td> <td style="width: 10%;">KK</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>yes/no</td> <td>N</td> <td>N</td> <td>N</td> <td>N</td> <td>N</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		staff initials	AM	SS	BT	DM	KK					yes/no	N	N	N	N	N				
staff initials	AM	SS	BT	DM	KK																
yes/no	N	N	N	N	N																
<b>Note where evidence found:</b> LL showed QIS their staff survey. They have not done them but, plan to do them at the time of their evaluations.																					
<b>Comments: (regarding staff hiring, screening, training, supervision)</b> * Some of SS' orientation was not marked as completed. LL said that it was done but, there is nothing marked to indicate this. See QAOS 7 and attached documentation. See attachment D.																					
*Living Life's employees have six months to complete College of Direct Support . Living Life employees are working on this training.																					

QAOS 7

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Agency:  
Evaluators:

<b>Staff Related:</b>										<b>Appendix or QAOS</b>
<b>Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)</b>										
	<b>staff initials</b>	AM	SS	BJ	DM	KK				
	1st aid/CPR	y	y	y	y	y				
	Abuse Prevention	y	y	y	y	y				
	Client Rights	y	*n	y	y	y				
	Incident Reporting	y	*n	y	y	y				
	Confidentiality	y	y	y	y	y				
	IP/PSP Process	y	*n	y	y	y				
	Medication Cert	n	y	y	y	y				
<b>Note where evidence found:</b> This information was found on employees orientation check list *Training for this staff person was not marked. Therefore, it was not completed. See QAOS 7.										QAOS 7
<b>Comments:</b> A suggestion was made by QIS to the provider that both parties sign off on training so that it is well documented.										

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Note Site Reviewed:

IP Checklist: check if evidenced		SL	SL	SL	CSP	SL	SL	SL	Appendix or QAOS
Consumer Initials									
<b>O S I T E</b>	Consumer/Family Survey	n	y	n	n	y	y	n	
	PSP/IP Doc Avail to all Staff	y	y	y	y	y	y	y	
	IPP/Actions Implemented	*new	y	y	y	y	y	y	
	Data for IPP/Actions	*new	y	y	y	y	y	y	
	Data Internally Monitored	*new	y	y	y	y	y	y	
	Self Medication Objective	*new	n	n	n	n	y	y	
	Consumer informed of grievance procedure	y	y	y	y	y	y	y	
	SL consumer choice of SL staff	y	y	y	y	y	y	y	
	Rights Restrictions	n	n	n	n	n	n	n	
<b>C M I N U T</b>	PSP/IP Checklist								
	PSP/IP Annually?	*new	y	y	y	y	y	y	
	Individual Needs Addressed?	*new	y	y	y	y	y	y	
	Assessment Based?	y	y	y	y	y	y	y	
	Quarterly Reports?	*new	y	y	y	y	y	y	
	Incident Reports Addressed?	y	y	y	y	y	y	y	
	Behavioral Supports Addressed?	*new	na	na	na	na	na	y	
	Functional Analysis Needed?	*new	na	na	na	na	na	y	
	Free from Aversive Procedures?	na	na	na	na	na	na	y	
<b>Comments: (regarding service planning and delivery)</b>  Some of the individuals have not been given surveys because they are new to the provider. *Provider is collecting data through observation and assessments to determine 's needs. New to LL 10-07. Living Life is reviewing the grievance procedure with individuals only once per year. The ARM requires it be reviewed every 6 months. was at MDC at the time of the review but, not officially exited from the LL program.  Living Life is thorough and keeps good records on the consumers served through data collection, quarterlies, log notes, PSP planning and documentation, etc. See attachment E.									QAOS 8



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Agency:  
Evaluators:

Make note of site reviewed

**Residential Site Checklist: check if evidenced or mark data as appropriate**

**Appendix  
or QAOS**

Site Name	GM's	SH	AL	KO	GG CSP	CL	
<b>H e a l t h S a f e t y</b>	Bathing procedures posted	NA	na	na	na	na	
	Clean/Sanitary Environment	y	y	y	y	y	
	Egress	y	y	n	y	y	
	Hot Water Temps	NA	na	na	na	na	
	Emergency Assistance	y	y	y	y	y	
	Fire Extinguishers/smoke Detectors	y	y/y	n/y	n/y	home	home
	1st Aid/CPR Supplies Accessible/Available	y	y	y	y	home	home
	PRN Medications	y	na	na	na	na	na
	Medication Procedures	y	na	na	na	na	na
	Medication Locked Storage	n	na	na	na	na	na
	Medication Administration Records	y	na	na	na	na	na
	Staff Ratios or ICP staffing	y	y	y	y	y	y
	Awake Overnight Staff	y	na	na	na	home	home
	Adequate Supplies	y	y	y	y	home	home
	Storage of Supplies	na	y	y	y	home	home
Free from aversive procedures?	y	y	y	y	y	y	
<b>D a i l y</b>	Weekly integrated activities	y	y	y	y	y	
	House or Site Rules	na	na	na	na	na	
	Opp for choice, self determination	y	y	y	y	y	
	Meal Prep, Mealtime	y	y	na	na	y	na
	Engagement in Daily Life	y	y	y	y	y	
	Participation in Daily Living Skills	y	y	na	y	y	
	Daily Leisure Opportunities	y	y	y	y	y	
	Staff Trained in Individual Specifics	y	y	y	y	y	
<b>Comments:</b> GM's medications were not locked up. I asked LL to lock up Glen's meds unless he is independent in taking his meds and does not need assistance and supervision. See QAOS 9. CL and GG live at home with their families.  GG and CL live in their family homes with their parents. Some individuals have smoke detectors but no fire extinguishers. Is it safe to train an individual to try to extinguish a fire?							<b>QAOS 9</b>

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Agency:  
Evaluators:

Residential Site Checklist: check if evidenced										Appendix or QAOS
Site Name										
<b>T r a n s p o r t a t i o n</b>	Driver Orientation Program	y								
	Wheelchair tie downs	na								
	Wheelchair Lift	na								
	Driver's Licenses	y								
	Emergency Supplies	n								
	Fire Extinguisher	n								
	Transportation Log	y								
	Scheduled Maintenance Program	y								
	Training--Staff Doing Maintenance Checks	y								
	Procedures for Timely Repairs	y								
	MDT inspection on file (MDT vehicles only)	na								
	Comments:  Living Life did not have a fire extinguisher or a first aid kit in the vehicle. See QAOS 10. The transportation policy is extensive. There is nothing on the orientation training checklist to indicate that staff have been trained on this policy. See QAOS 11. Living Life plans to add transportation to their orientation policy check list.									
Comments:										

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Staff Survey: check if 'met', 0 if 'unmet'									Appendix or QAOS
Staff Initials		KK	AM	DK	DM	SS			
<b>A</b>	Allegations are reported to? (APS)	met	met						
	Do you notify Supervisor first? (NO)	met		met	met	met			
	Steps to take if abuse is discovered?		met	met	met	met			
	Comments:								
<b>B</b>	Suspect theft of gloves, steps to take?	met	met	0		met			
	IP/PSP requests Doctors appt	met	met	met	met				
	No jacket, -25 consumer wants to leave				met	met			
	Review Rts Restriction								
Comments:									
<b>b</b>	describe consumer behaviors	met	met						
	staff response to behaviors by plan			0	met	met			
	list proactive or environmental strategies	met	met	0	met	met			
	Comments: Living Life will need to do additional training with staff in this area. See QAOS 12.								
<b>O</b>	former employee wants info	met		met		met			
	what is consumer information?		met		met				
	training to meet health and safety needs?	0		met		met			
	emergency evacuation procedures?		met		met				
Comments: Living Life will need to do additional training with staff in this area. See QAOS 12,									

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Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer									Appendix or QAOS
Staff Initials		KK	AM	DK	DM	SS			
<b>m e d i c a t i o n s</b>	describe procedure to assist with meds	0	0						QAOS 12
	if med is unavailable?	met			0 met	met			
	if gave wrong med?								
	if moving to a new place or gets new med?								
	requirement to assist with meds?			met	met				
	describe PRN or OTC is to be given		met						
	what constitutes a med error?					met			
Comments: Living Life needs to do additional staff training in this area. See QAOS 12.									
<b>E R C</b>	steps to avoid power struggles	met	met			met			QAOS 12
	how to respond to someone who is upset			met	met				
	what is you start to lose control?	met	met		0 met	met			
	Comments: Living Life needs to do additional staff training in this area. See QAOS 12.								
<b>h o u s e h o l d i n g</b>	when do you fill out an incident report?	met		0 met	met	met			QAOS 12
	notifications for ER?			met					
	consumer to consumer incidents					met			
	who writes the IR?	met	met		met				
	Comments: Living Life needs to do additional staff training in this area. See QAOS 12.								

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Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials		KK	AM	DK	DM	SS		
<b>behavior</b>	consumer destroying things	met	met	met	met			
	staff pinches consumer back	0	met		0	met	met	
	how do you know a support plan is needed?							
	Comments: Living Life will need to do additional staff training in this area. See QAOS 12.							
<b>IP/PSP</b>	what is IP/PSP based on?	met	met	met		met		
	you have an idea for an objective.....		met		met	met		
	why do assessments?	met		met	met			
	How do you find out what someone would like to do?							
	Comments:							
Comments:								

## 12/5/07

**Agency:**  
**Evaluators:**

**Consumer Questionnaire (used by QIS). Check if evidenced. 0 Bolded questions are mandatory**

[illegible]

Individuals interviewed are overall happy with their services. AL said he gets lonely and I let him know I would talk to Kim about this. Individuals often have difficulty understanding the mandatory question about understanding waiver services. KO likes living in Great Falls but would like to live in the country.

GG thought his CM was Nicole. She is no longer with HI. I told family I would look into it and have someone get in touch with them. They said they thought Lindy was helpful when she was their CM.

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Consumer Questionnaire (used by QIS). Check if evidenced. 0 Bolded questions are mandatory										Appendix or QAOS
Consumer initials										
<b>S u p p o r t</b>	Who helps this person and how?									
	Are there some staff/peers they like better?									
	Staff/peers they don't like? Why?									
	Current needs not being met?									
	Health and Safety related?									
	Who do you talk to about these concerns?									
	Does the person have input to his/her life?									
	If you have concerns, who do you talk to?									
	are they resolved?									
	What are this persons wishes/dreams?									
	is the plan moving that direction?									
	what would make things better?									
	does this person ever seem afraid?									
	are you afraid for them?									
	Does this person know how or where to report abuse?									
	who provided that training?									
	Who will the individual call or report to?									
	who provided that info?									
	Does the person have transportation to all services and places s/he would like to go?									
	who is the person's case manager?									
Does CM help the person access services?										
Does the CM explain waiver services?										
Does the person understand this info?										
<b>Comments:</b> This form was not necessary. Consumers were able to respond for themselves.										